

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

IN THE MATTER OF CITIZENS)	
TELECOMMUNICATIONS COMPANY OF)	CASE NO. CTC-T-05-4
IDAHO DBA FRONTIER)	
COMMUNICATIONS OF IDAHO'S TARIFF)	
ADVICE NO. ID-05-06 TO IMPLEMENT)	
ELECTRONIC BILLING AND PAYMENT)	ORDER NO. 29914
SERVICE FOR RESIDENTIAL)	
CUSTOMERS.)	

On October 17, 2005, the Commission issued Order No. 29893 conditionally approving Citizens Telecommunications Company of Idaho dba Frontier Communications of Idaho's (Frontier) Tariff Advice No. ID-05-06. As proposed by the Company, residential customers could receive and pay their monthly Frontier telecommunications bills on-line. After two billing cycles, the Company would discontinue mailing paper bills to customers subscribing to the electronic payment option. Customers desiring to receive both paper bills and electronic bills after the two billing cycles would be charged \$2.00 per month for the paper bills. In Order No. 29893, the Commission approved the new service but disallowed the \$2.00 monthly charge.

On October 25, 2005, Frontier filed a timely Petition for Reconsideration. The Company asked that the Commission reconsider its decision prohibiting the Company from imposing the \$2.00 monthly fee. After reviewing the record in this case, the Commission grants reconsideration and amends our prior Order as set out in greater detail below.

THE TARIFF ADVICE

Frontier proposed to offer residential customers a new service called Electronic Bill Presentment and Payment. Participating customers receive an e-mail notifying them of when their monthly bills are available to be viewed on-line via Frontier's website. The electronic bill includes the same information as currently provided to customers on their paper bills as well as billing messages and inserts normally included with the paper bills. After registering for the electronic billing service, customers would receive both paper and electronic bills for two billing cycles. After the two billing cycles, customers continuing with the service would no longer receive their monthly paper bills. Conversely, customers who desire to receive both paper bills and electronic bills would be charged \$2.00 per month.

As noted above, the Commission approved the new service but prohibited the \$2.00 monthly charge. The Commission found that imposing the \$2.00 monthly fee after two billing cycles may not allow sufficient time for customers to adequately determine whether they no longer wish to receive paper bills.

RECONSIDERATION

In its Petition for Reconsideration, Frontier urged the Commission to reconsider its denial of the monthly fee. The Company pointed out that the electronic billing service was an optional service for residential customers and many of the participating customers can printout their monthly bills. It also maintained that customers who choose to receive both the paper and electronic bill "will impose additional costs on Frontier." Petition at 3. Frontier noted that none of the other 22 states where this service is now offered have deleted the \$2.00 charge. Consequently, the Company will incur substantial costs to make Idaho-specific modifications to its nationwide billing system.

DISCUSSION

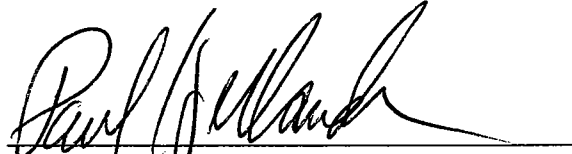
After reviewing Frontier's Petition, we grant reconsideration and allow the Company to charge the \$2.00 monthly fee after two months. Although we continue to have some concerns regarding the short trial period, we recognize that most residential customers availing themselves of this optional service should be able to print a copy of the monthly bill on their home computer. Only those customers requesting both a paper bill and an electronic bill will be charged. Consequently, we amend that portion of Order No. 29893 regarding the \$2.00 monthly charge pursuant to *Idaho Code* § 61-624.

ORDER

IT IS HEREBY ORDERED that Frontier's Petition for Reconsideration is granted. The Commission's Order No. 29893 is amended to allow Frontier to charge the \$2.00 monthly fee for those customers asking for both paper and electronic bills after two months.

THIS IS A FINAL ORDER ON RECONSIDERATION. Any party aggrieved by this Order or other final Orders previously issued in this Case No. CTC-T-05-4 may appeal to the Supreme Court of Idaho pursuant to the Public Utilities Law and the Idaho Appellate Rules. See *Idaho Code* § 61-627.

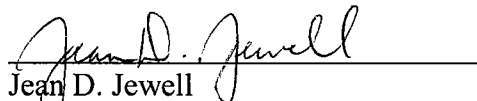
DONE by Order of the Idaho Public Utilities Commission at Boise, Idaho this 18th
day of November 2005.


PAUL KJELLANDER, PRESIDENT


MARSHA H. SMITH, COMMISSIONER


DENNIS S. HANSEN, COMMISSIONER

ATTEST:


Jean D. Jewell
Commission Secretary

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